

# Wichita Water Utilities 2008 Overview



- Wichita Water Utilities is a true enterprise not funded by tax dollars. Annual revenues of almost \$94 million are derived through sale of services. The Utility ranks in the top 50 of Wichita businesses in both annual revenues and number of employees.\*
- Wichita Water Utilities provides water and sewer services to more than 500,000 people in south-central Kansas. Largest municipal utility in Kansas.
- Wichita Water Utilities sells water to 13 nearby cities and Rural Water Districts.
- Wichita Water Utilities assets valued at \$820 million (infrastructure, land, buildings, machinery and equipment).
- In 2008, Wichita Water Utilities provided \$7.8 million to the City's General Fund.

\* Source: Hoover's , Inc. (revenue ranking); Wichita Business Journal's 2008 Book of Lists (employee ranking)

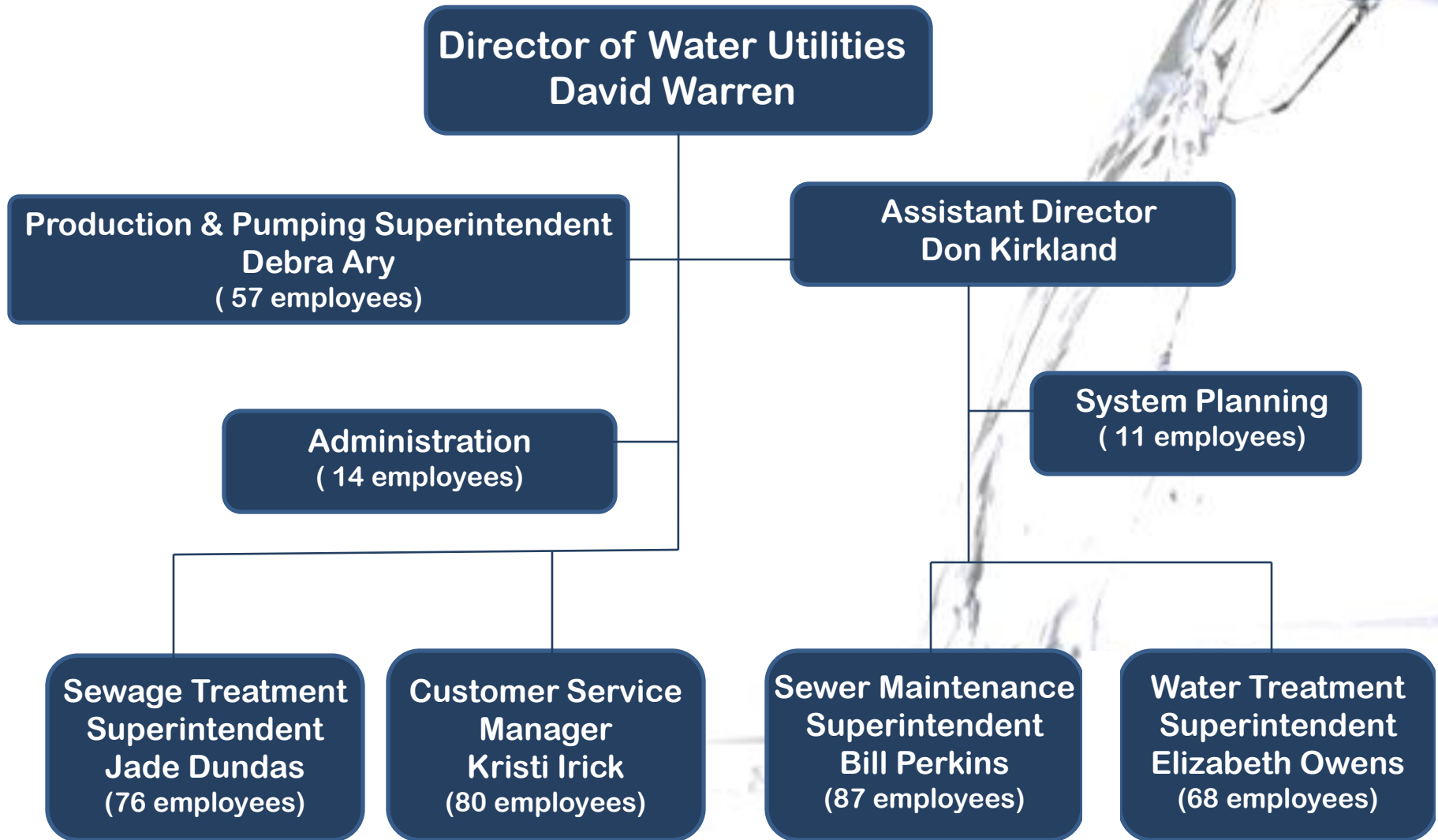




## **Wichita Water Utilities Mission Statement**

**“The Wichita Water Utilities is dedicated to providing Quality, Reliable, Customer-Convenient water and sewer service that represents Extraordinary Value.”**

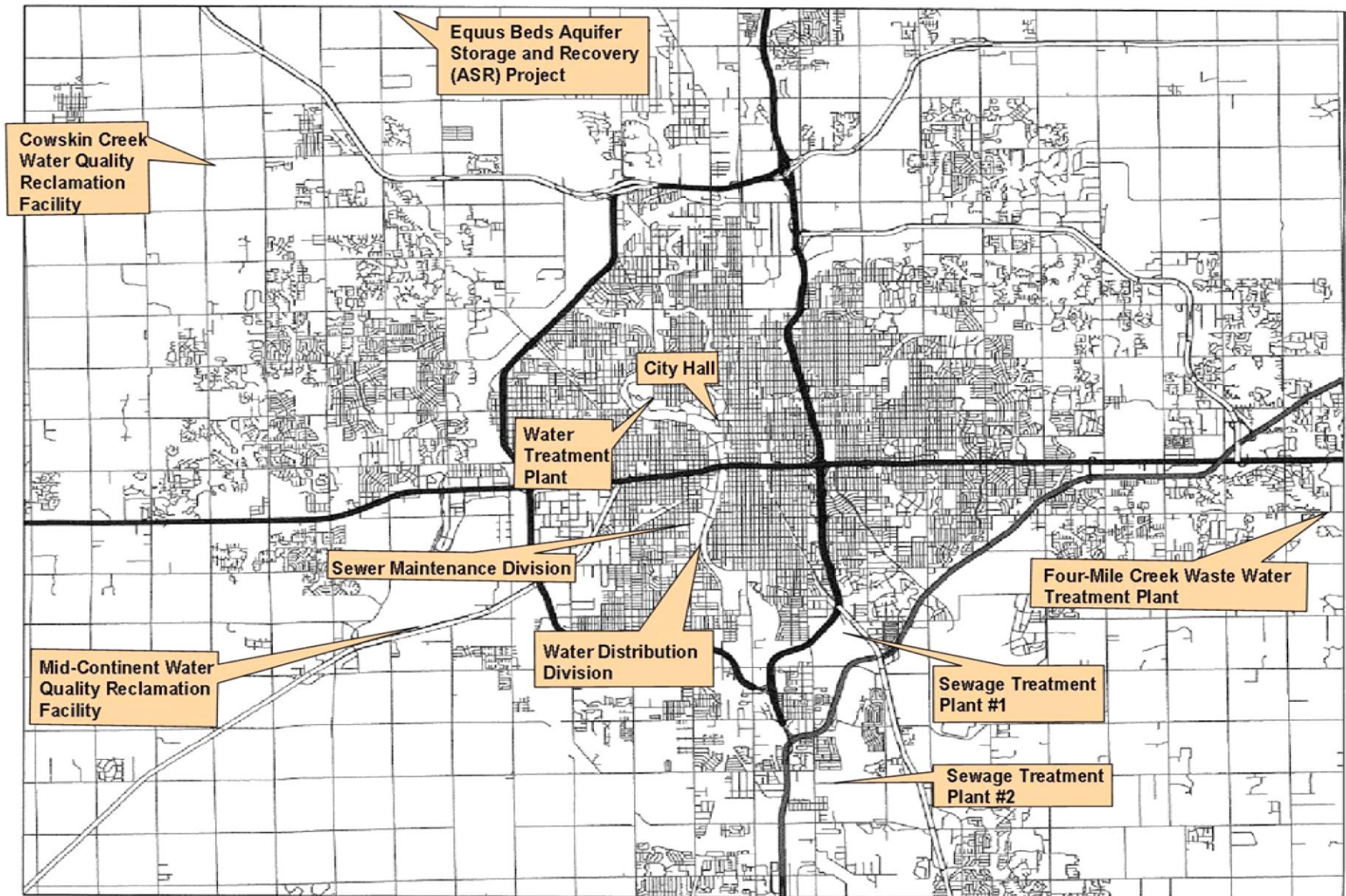
# Organizational Chart



**393 total employees; 376 FTE**



# Water Utilities Facility Locations



# Sources of Wichita's Water Supply





**David Warren**  
Director of Water Utilities



**Don Kirkland**  
Assistant Director



# Wichita Water Utilities Primary Functions:

- Supply water that meets federal drinking-water standards to residences and businesses.
- Collect and treat wastewater to remove contaminants before it is released into the Arkansas River.
- Maintain water and sewer infrastructure that includes more than 4,300 miles of water and sanitary sewer lines with a value of more than \$500 million.
- Effectively manage water and sewer utilities in a financially prudent manner.
- Plan for future needs.



# Wichita Water Utilities Operating Budget

Budget consists of 393 FT/PT employees



## **Water Utility Operating Budget**

2009 adopted budget: \$56,686,096

2010 approved budget: \$54,212,132

## **Sewer Utility Operating Budget**

2009 adopted budget: \$40,555,390

2010 approved budget: \$40,310,755

# Production & Pumping Division



**Debra Ary, P.E.**  
Superintendent  
Production &  
Pumping

- Produced 20.2 billion gallons of water in 2008.
- Maintain raw water lines and pump stations at water sources (Cheney Reservoir, Equus Beds).
- Treat water so that it meets or exceeds federal drinking water standards.
- Pump water into distribution system. On an average day, 60 million gallons of water is pumped through the system; can go as high as 120 million gallons a day during peak water-use season.
- Maintain three elevated water storage towers, Hess Pump Station, and four booster pump stations.
- Manage Aquifer Storage and Recovery (ASR) Project.



# Water Distribution Division



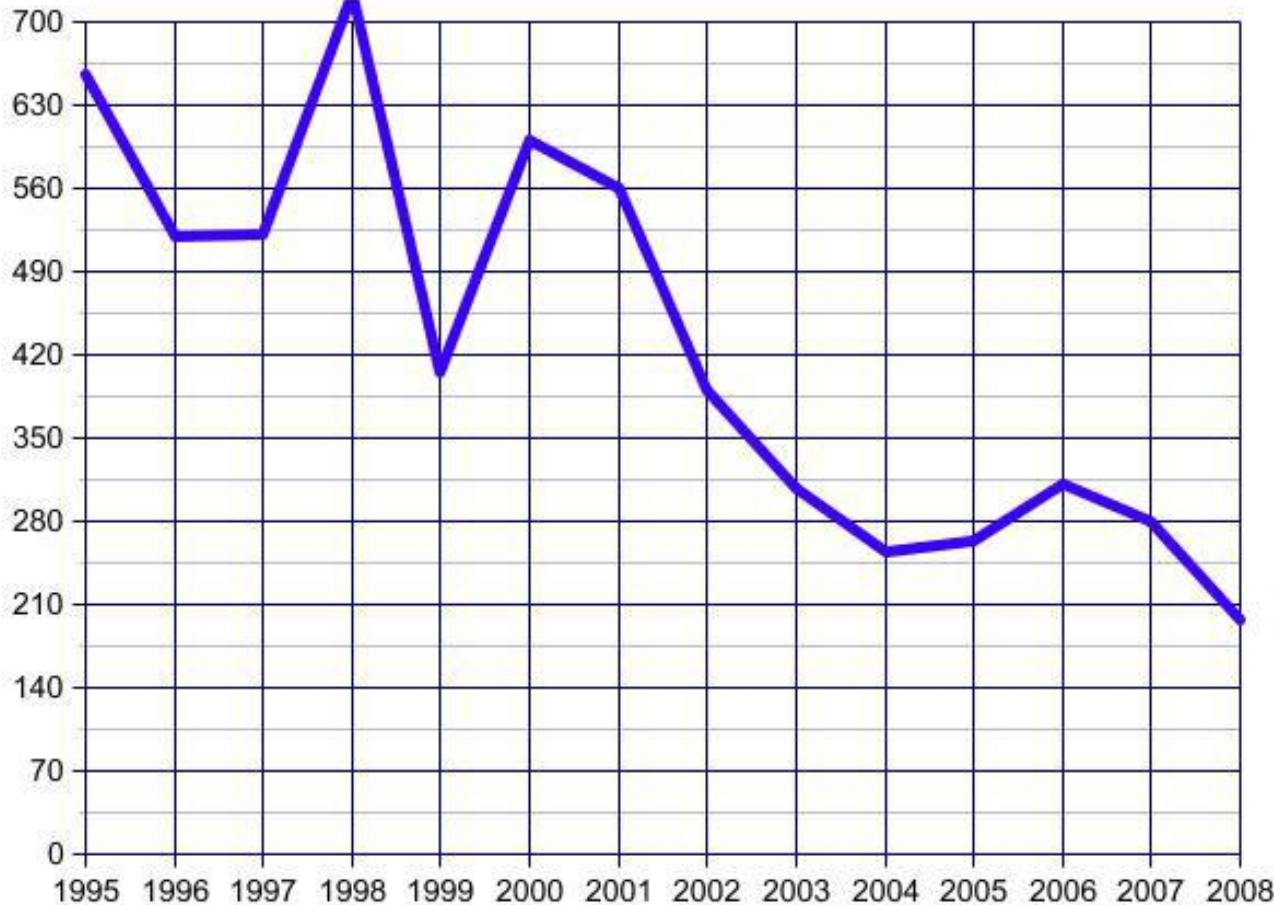
**Elizabeth Owens**  
Superintendent  
Water Distribution

- Maintained 2,298 miles of water distribution lines and repaired/replaced 46 valves, 323 fire hydrants and 454 leaks in 2008.
- Operate and maintain water distribution network, which includes potable water mains that range in size from 1 inch to 48 inches.
- Provide rapid response to emergency situations.
- Replace/relocate/maintain valves, meters, mains, and 12,076 fire hydrants.
- Manage Backflow Prevention Program – Public Health.
- Assist with customer inquiries and concerns.
- Install new service to homes and businesses.

# Water Main Breaks

(number of breaks per linear mile of pipe)

Main Breaks



Water main breaks in the City have been reduced by almost 73% over the past 15 years, due in large part to our annual CIP program that replaces aging pipes.

# Sewage Treatment Division



**Jade Dundas**  
Superintendent  
Sewage Treatment

- Treated 14.4 billion gallons of wastewater in 2008.
- Operate four sewage treatment plants; fifth sewage treatment plant, the Mid-Continent Water Quality Reclamation Facility, is under construction at the south end of Wichita Mid-Continent Airport.
- Maintain effluent quality in compliance with National Pollutant Discharge Elimination System (NPDES) permit.
- Administer required Industrial Pretreatment Program.
- Administer required Biosolids Program.
- Administer oil and grease, mercury reduction program.
- Operate and maintain 57 sewage pump stations.

# Sewer Maintenance Division



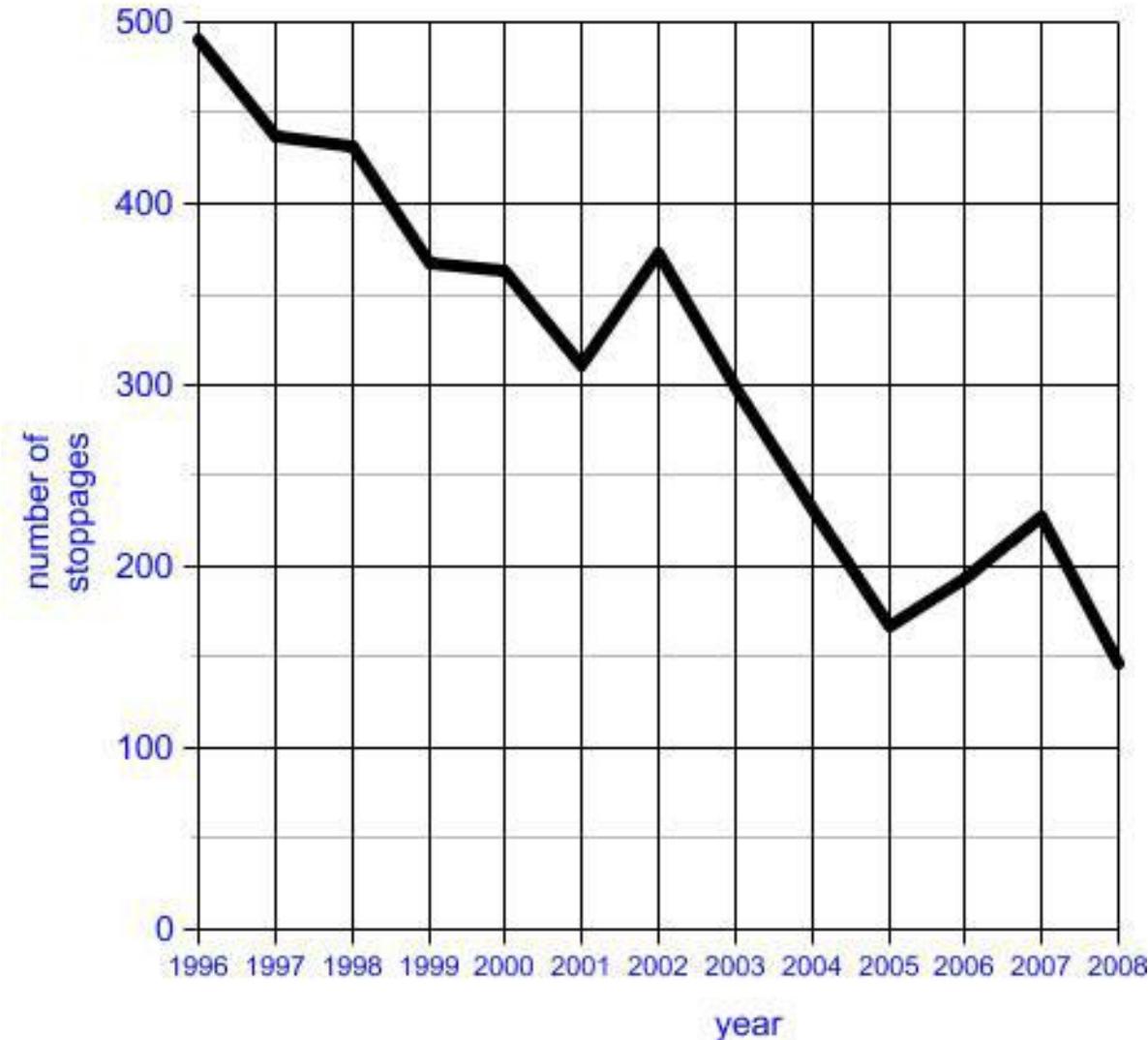
**Bill Perkins**  
Superintendent  
Sewer Maintenance

- Operated and maintained 2,011 miles of sanitary sewer mains and 12,500 manholes, resolved 147 sewer backups and knifed and cleaned 384 miles of pipelines in 2008.
- Perform routine inspection of wastewater collection system (internal TV inspection and visual inspection).
- Clean sewers on a regular basis to prevent backups.
- Inspect wastewater system to determine if repairs or rehabilitation are needed.



# Sewer Overflow Rate

(number of overflows per mile of pipe)



Stoppages in the City have been reduced by 70% over the past 15 years. Our ongoing commitment to reducing overflows is evident in our aggressive cleaning and knifing program.

# Customer Service Division



**Kristi Irick**  
Manager  
Customer Service

- Provided customer account and billing services to 141,622 water and 133,160 sewer customer accounts and processed more than 475,000 payments via interactive and/or automated services in 2008.
- Operate customer call center that receives an average of 700 calls a day.
- Read, maintain and replace water meters.
- Connect/disconnect and troubleshoot service.
- Bill customers and process payments.
- Generate monthly billings and financial information for the department.
- Manage wholesale and retail service contracts with other municipalities, rural water districts.



# Affordability Index

(Water and sewer bills as a percentage of median household income)

<b>Nationwide</b>	<b>1.09%</b>
<b>Denver, CO</b>	<b>0.81%</b>
<b>Lincoln, NE</b>	<b>0.68%</b>
<b>Oklahoma City, OK</b>	<b>1.36%</b>
<b>Kansas City Metro Area</b>	<b>1.47%</b>
<b>Tulsa, OK</b>	<b>0.90%</b>
<b>Wichita, KS</b>	<b>0.64%</b>

*Source: 2006 AWWA Water & Wastewater Rate Survey*



# 2008 Accomplishments

- Continued necessary renewal and replacement of water and sewer infrastructure. \$27.8 million was spent in 2008 on capital expenditures.
- Installed 13,000 Automated Meter Reading (AMR) devices, bringing the total number of devices online to 55,000 (nearly 40 percent of the Utility's total customer base).
- The ASR Phase I facility used excess flow in the Little Arkansas River to recharge more than 300 million gallons of water back into the Equus Beds aquifer.
- Water Distribution division exercised 1,694 valves in 2008 as part of its preventive maintenance program.
- Sewer Maintenance division implemented an automated manhole surcharge monitor project to alert staff to potential sewer overflow problems.





# Key issues and challenges

1. Continued implementation of Aquifer Storage and Recovery (ASR) project to ensure the City's water needs are met through the year 2050. (\$300-\$400 million over next five years)
2. Water and sewer utility financial stability. (Improved debt-service coverage ratio)
3. Regulatory compliance and impact on CIP.
4. Continued timely replacement of water and sewer infrastructure.
5. Improve communication with and education of customers.





**Wichita Water Utilities ... Connect With Us!**

